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QUESTION 1

As part of a purchase order case, after someone completes a purchase, a confirmation email is sent. How do you design the case life cycle to send the email?

- A. As part of the case configuration
- B. As part of the stage configuration
- C. As a separate process step
- D. As an alternate stage

Correct Answer: C

QUESTION 2

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?

- A. Add the manager approval to an alternate stage in the case life cycle.
- B. Configure a parallel process for each of the required approvals.
- C. Add an optional process to each approval in the appropriate stage.
- D. Configure a single cascading approval based on an authority matrix.

Correct Answer: B

QUESTION 3

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval from the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

- A. Create three assignments and route to the appropriate approver.
- B. Create an approval step with cascading approval.
- C. Route to a workbasket where all three roles have access.
- D. Create business logic to route to the different approvers.



Correct Answer: A

QUESTION 4

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim. How do you configure the resolve process to support this requirement?

- A. Add a Send Email step as an optional action.
- B. Add a Send Email step and include all required parties.
- C. Route the email to all the recipients in a Collect Information step.
- D. Route an Approval step to the required parties.

Correct Answer: B

QUESTION 5

While running through a case life cycle, a business stakeholder notices a problem in a summary view. The view should be read-only but half of the form can be edited.

How can the business stakeholder communicate this problem to the development team using Agile Workbench?

- A. Create a story
- B. Create a note
- C. Create a bug
- D. Create a comment

Correct Answer: C

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